

Milwaukee Water Works

Application of partial payments

Partial payments are applied in the following order, from oldest outstanding amounts due to current bills:

1. Water charges
2. MMSD sewer treatment charges
3. City sewer charges
4. Solid waste charges
5. Snow and Ice charges

If the account is paid in full but there is a further payment to apply, the credit will be applied to the water portion of the account.

Late payment charges

If payment is not received by the due date, late payment charges of 5% per quarter for unpaid water charges and 3% per quarter for all other unpaid charges will be added to the bill. If necessary to transfer unpaid balances to the property tax for collection, a fee of 10% will be added to the amount transferred. For accounts billed monthly, the late payment charge is 1.67% for unpaid water charges and 1% for all other unpaid charges.

Returned item charge \$35.00 Financial institution charges and/or administrative costs are incurred for the processing and collecting of payments not honored by the financial institution. This charge applies to the customer's account whenever a check rendered for utility service is returned for any reason.

Interim meter readings taken by utility staff \$25.00 per reading In situations where such readings (taken between regular quarterly readings) are required for real estate closings, change in tenancy, etc., Milwaukee Water Works accepts the customer's reading. This charge applies whenever the customer asks that utility personnel make the reading.

Status of account charge \$10.00 per reading For requests for customer account balances after a billing; the charge applies whenever a title company makes a request. This should not be used to replace a final bill.

Final bill charge \$20.00 per reading This charge applies whenever a customer makes a request for a final bill for an account. A meter read is required.

Investigation charge \$40.00 per investigation following the first free investigation Investigations have been performed by the utility as a courtesy, generally to identify leaks. The investigations are scheduled in advance and the customer is advised to be present to provide access to the building. At times, the customer fails to be present or is unable to provide full access. If an additional investigation is requested within a short period of time under circumstances that do not warrant the additional effort, the account will be charged. The charge would also be made for a second or subsequent investigation scheduled within a three-month period.

7/28/11

841 N. Broadway
Zeidler Municipal Building
Room 409
Milwaukee, Wisconsin 53202
www.milwaukee.gov/water

Safe, Abundant Drinking Water.